

## **Performance Work Statement (PWS) for Information Technology and Program Support Services to the Afloat Logistics Program – Food Service management (FSM) and Retail Operations (ROM)**

**1.0 Introduction:** The NAVSUP Business Systems Center (BSC) is acquiring contractor support services in support of the Afloat Logistics Program, which is comprised of FSM and ROM.

**1.1 ROM –** Support is required to continue deployment and maintenance of ROM.

**1.2 FSM –** Support is required to continue deployment and maintenance of FSM.

### **2.0 Background:**

**2.1 Requiring Organization:** The organization requiring the services outlined in the Performance Work Statement (PWS) is:

NAVSUP Business Systems Center (BSC)  
5450 Carlisle Pike, Bldg 409  
Mechanicsburg, PA 17055

**2.2 Project Description:** The NAVSUP BSC is the Navy's logistics systems integrator and IT advisor to NAVSUP for Information Technology, supporting logistics, finance, and maintenance needs for the Navy, DoD, and foreign allies. NAVSUP BSC is instrumental in structuring the IT solutions for the NAVSUP claimancy.

**2.2.1** NAVSUP BSC is in the process of deploying and maintaining ROM. ROM will be used by Ships Store personnel to maintain accountability of merchandise, track sales, determine profitability, and effectively manage the operation. It will render required financial returns and reports to the Defense Finance and Service (DFAS) Accounting System and to the Fleet Type Commanders. The system will be used aboard ships with Ships Stores and at a few shore-based stores in remote locations around the world. It will also be used by facilities that conduct training such as Ships Serviceman A and C schools, Ships Store Fleet Assist Teams, and Afloat Training Groups.

**2.2.2** NAVSUP BSC is also in the process of deploying and maintaining FSM. FSM provides Navy Food Service personnel with an automated means to manage their daily food service operation.

**3.0 Scope:** The purpose of this Performance Work Statement (PWS) is to acquire contractor technical support to continue the successfully pilot the ROM application before deploying to the fleet. Support is also needed to continue deployment and maintenance of FSM.

**3.1** Production/Sustainment support for the current version FSM and ROM, this includes incident management, system application upgrades and administration services.

**3.2** Assist in proof-of-concept/pilot efforts

**3.3** Assist in migration of FSM application from NAVSUP BSC ULAN environment to Defense Information Systems Agency environment

### **3.4 Patch release support including the determination of applicable software updates and the application of necessary patches**

#### **4.0 Directives:** Contractor shall comply with the following directives:

Access to directives is available with an internet search by name.

- DoDD 4630.05 - Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)
- DoDI 4630.8 - Procedures for Interoperability and Supportability of Information Technology (IT) and National Security System (NSS)
- DoDD 5000.1- Defense Acquisition
- DoD Req 5000.2,-R - Mandatory Procedures for Major Defense Acquisition Programs (MDAPs) and Major Automated Information System (MAIS) Acquisition Programs
- DoDD 5141 - Director of Operational Test and Evaluation, Change 1
- DoD Reg 5200.1R - Information Security Plan
- DoD Std 5200.28-SDT - Department of Defense Trusted Computer System Evaluation Criteria
- DoD Mil-Std-490 - Specification Practices
- DoD Mil-Std-973 - Configuration Management
- IEEE/EIA Guide - Software Life Cycle Processes-Life Cycle Data DoD Joint Technical Architecture
- CJCSI 3170.01A - Requirements Generation System
- CJCSI 6212.01B - Compatibility, Interoperability and Integration of Command, Control, Communications, Computers And Intelligence Systems
- JIEO/JITC Circular 9002 Requirements Assessment and Interoperability Certification of C4I and AIS Equipment and Systems
- OPNAVIST 4000.84B - Inter-service and Intra-governmental Support Program
- SECNAVINST 5000.2B - Implementation of Mandatory Procedures for Major and Non-Major Defense Acquisition programs and Major and Non-Major Information Technology Acquisition Programs Navy 5200 Series Regulations
- SECNAV M5510.30 - IA Regulations
- DoD Reg 4500.9-R - Defense Transportation Regulation
- DoD Reg 4140-1R - DoD Supply Chain Material Management Regulation

#### **5.0 Requirements:** Firm fixed price

##### **5.1 FSM/ROM Program Management and Integration Support**

- 5.1.1** The contractor shall provide technical and management support for research, analysis and documentation of maintenance or implementation issues and strategies.

Performance standards – we should state that deliverables are due within 5 days after assignment and they must be current, complete and accurate 99% of the time.

Assessment Method: The TPOC will thoroughly read all reports and documentation within 2 weeks, noting trends that may impact or distract from successful execution of the requirement. If questions arise, discussions to remedy any errors will take place before the next monthly reporting period.

- 5.1.2** The contractor shall provide technical expertise and experience contributing to the goals of the working groups (functional, technical, and programmatic).
- 5.1.3** Contractor shall review and evaluate project Plan of Action and Milestones (POA&M), Critical Events Timelines, and the Test Trouble/Incident Report System (TTIR).

## **5.2 FSM/ROM Configuration Management**

- 5.2.1** The contractor shall maintain, track, and provide status on FSM and ROM Program Change Requests. The contractor shall participate in the FSM/ROM Configuration Control Board (CCB).

## **5.3 FSM/ROM Customer Support**

- 5.3.1** The contractor shall support FSM/ROM customers through the use of an established help desk system (Navy 311); and screen incoming requests for assistance and provide assistance if able, or determine the responsible person within the Program Management Office (PMO) to direct the query. A Change Request Form shall be established by the End User for issues that affect production operations. Other requests shall have a Change Request Form created within 48 hours of receipt of request.

Performance Standard: Immediate action is required for issues that affect production operations. Other requests shall have a Change Request Form created within 48 hours of receipt of request. This action is required 100% of the time.

Assessment Method: The TPOC will review the monthly status report listing the queries and the actions taken either by the contractor or by the PMO office to reflect the effectiveness of the deployed software.

- 5.3.2** The contractor shall create and maintain the FSM/ROM Help Desk Standard Operating Procedures (SOP) to include useful Help Desk policy and procedures, quick reference lists such as customer points of contact, training schedules, and PMO software recommendations, and frequently asked questions (FAQs)

Performance Standard: Contractor shall provide TPOC with updates to the SOP documentation as required and agreed upon. Accuracy of the documentation will be 100%.

Assessment Method: The TPOC will routinely review all documents to ensure compliance with requested requirements and ensure that all documents and monthly reports are accurate and useful and provide up to date information. If questions arise, discussions to remedy any errors will take place before the next monthly reporting period is complete.

## **5.4 FSM/ROM Training**

- 5.4.1** The contractor shall create appropriate training material to facilitate instruction to the user community throughout the deployment of FSM and ROM. The contractor shall create help screen dialogue to keep the user community informed on recent modifications to the applications. These update will be issued as application bulletins on the application website (wiki).

Performance Standard: The bulletins are due within 24 hours after the help screen dialogues are created. Content must be complete, accurate, and current 100% of the time.

Assessment Method: The TPOC will routinely review the wiki bulletins to ensure they are accurate; useful and provide up to date information.

- 5.4.2** The contractor shall draft appropriate FSM/ROM bulletins to be posted on the FSM/ROM wiki to keep the user community advised of system enhancements and/or modifications to system functionality.

Performance Standard: The bulletins are due within 5 days after the system enhancements and/or modifications are created. Content must be complete, accurate, and current 100% of the time.

Assessment Method: The TPOC will routinely review the wiki bulletins to ensure they are accurate; useful and provide up to date information.

## **5.5 Programming Services**

- 5.5.1** The contractor shall be responsible for programming the maintenance upgrade of the ROM and FSM application.

Performance Standard: Program software code generally accepted best software practices should be used.

Assessment Method: To ensure compliance, the TPOC will review code and related work products.

- 5.5.2** The contractor shall create and maintain application source code and write new or modify existing system documentation including Requirement Statements, Functional Descriptions, System Specifications, Integrated Test Plans, Implementation Plans, User Manuals/Desk Guides and On-Line Application Help.

Performance Standard: Each system document is to be complete, current and accurate 99% of the time; no later than five business days after system related change is completed.

Assessment Method: To ensure compliance, the TPOC will review all required activities, clarify, monitor and assess the contractor's activities and deliverables; provide an acceptance/rejection notice for deliverables and as necessary, schedule meetings, and provide clarification on business requirements

## **5.6 Testing Services**

- 5.6.1** Contractor shall perform integrated application testing and user acceptance testing.

Performance Standard: Integrated test plans will be run and provide successful test results with an error rate of no more than 5%. Errors will be identified and corrective action taken with the goal to complete error fixes within 5 days.

Assessment Method: To ensure compliance, the TPOC will review all test errors and corrections to accomplish acceptance of the integrated test.

- 5.6.2** Contractor shall trouble shoot all findings from the end of a Proof-of-Concept/Pilot period aboard Navy ships. Contractor shall code application changes needed during the pilot period.

- 5.6.3** The Contractor shall maintain an application operational availability of 95% or better, exclusive of hardware failures, communications outages, scheduled planned outages for required system maintenance and Information Assurance Vulnerability Alert (IAVA) Patches.

- 5.6.4** Contractor shall validate the migrated data from afloat sources.

Performance Standard: migrated data will validate with an error rate of no more than 5%. Errors will be identified to sources with corrective action taken error fixes within 5 days.

Assessment Method: To ensure compliance, the TPOC will review all data validation errors and corrections to accomplish acceptance of the source data.

## **5.7 Application Deployment/Installation Support**

- 5.7.1** The contractor shall deploy/install ROM and FSM to approved sites.

- Ensure all pre-data such as Prime Vendor catalogs and cycle menus are loaded
- Configure activity constant data
- Install, configure and test mobile computing devices
- Create baseline database for ship
- Install afloat database, applications and all required components on shipboard hardware as environment dictates
- Train users on both FSM and ROM at time of deployment.

## **5.8 Application Administration Services**

- 5.8.1** The contractor shall be responsible for maintaining both the ROM and FSM applications. Actions include verifying the permissions on the initial roles, applying software patches, and the release of hot fixes to either application.

Performance Standard: Immediate action is required for issues that affect production operations. Other requests shall have a Change Request Form created within 48 hours of receipt of request. This action is required 100% of the time.

Assessment Method: The TPOC will review the monthly status report listing the queries and the actions taken either by the contractor or by the PMO office to reflect the effectiveness of the deployed software.

- 5.8.2** The contractor shall be responsible for providing Production/Sustainment Support for incident management and system application upgrades. The contractor shall be responsible for creating hot fixes and/or patches for production incidents that result in system downtime or critical errors.

Performance Standard: The Contractor shall maintain an application operational availability of 95% or better, exclusive of hardware failures, communications outages, scheduled planned outages for required system maintenance, and IAVA Patches.

Assessment Method: To ensure compliance, the TPOC will review all required activities, clarify, monitor and assess the contractor's activities and deliverables; provide an acceptance/rejection notice for deliverables.

- 5.8.3** The contractor shall be responsible for managing patch releases for applicable software updates on anti-virus, windows operating system, or other applicable software to the device or web server.

Performance Standard: The Contractor shall maintain an application operational availability of 95% or better, exclusive of hardware failures, communications outages, scheduled planned outages for required system maintenance, and IAVA Patches.

Assessment Method: To ensure compliance, the TPOC will review all required activities, clarify, monitor and assess the contractor's activities and deliverables; provide an acceptance/rejection notice for deliverables.

## **5.9 Mentoring / Knowledge Transfer**

- 5.9.1** The contractor shall complete tasks that will provide a comprehensive application Transfer of Knowledge to BSC personnel. Contractor shall present areas of knowledge transfer as succinct, shop-usable lesson plans. Areas to be covered include, but are not limited to:

**5.9.1.1** Contractor shall provide verbal explanation of the test and production system environment for FSM and ROM including the database, web servers and software products used to maintain the system.

**5.9.1.2** Contractor shall provide verbal explanation of what procedures are necessary for testing and how fixes/functional additions are incorporated into production.

**5.9.1.3** Contractor shall provide walkthrough exercises of all application modules explaining the purpose of each.

**5.9.1.4** Contractor shall address programmer and database questions.

**5.9.1.5** Contractor shall have no more than two Navy resources assist at one time on debugging problems.

**6.0 Deliverables:** All deliverables should be delivered to TPOC

- 6.1** Invoicing and Monthly Status Reports. Invoices should be entered into the Wide Area Workflow (WAWF) by the close of business the 6<sup>th</sup> working day following the billing cycle close. The invoice will be forwarded by the Contracting Officer's Representative (COR) to the TPOC for verification services provided. After the invoice is verified, it will be returned to the COR for certification for payment.
- 6.2** Monthly Status Reports. Status reports are due by the close of business the 6<sup>th</sup> working day following the billing cycle close in Word format and should be submitted electronically to the TPOC and COR. The report must document the prior months' accomplishments in comparison to the objectives set the previous month, any travel along with its purpose and associated trip report and the projected accomplishments/objectives for the next month. The report may also include any recommendations to enhance application performance.
- 6.3** Monthly Travel Reports. Travel reports shall be sent electronically to the TPOC and COR. Travel reports shall include: destination, dates of travel, subjects discussed, and any issues/problems encountered and recommended solutions.
- 6.4** Contractor will provide feedback for project Plan of Action and Milestones (POA&M), Critical Events Timelines, and the Test Trouble/Incident Report System (TTIR) and provide feedback to BSC's TPOC monthly by annotating comments on each report. Feedback will include any change recommendations as well as weekly milestones that will be used to assess current status of the project during the execution phase.
- 6.5** Contractor will provide system documentation to include Requirements Statements, Functional Descriptions, System Specifications, Integrated Test Plans, and Implementation plans.
- 6.6** Contractor will provide all source code, scripts and other executable types of files via NAVSUP BSC dimensions tool. Source code shall include comments intended to aid future maintenance of the code. All source code, scripts and other executable types of files shall be turned over to the TPOC prior to contract expiration.

**6.7** Contractor will provide contact information for each individual with ongoing task assignments. Contact information must be provided to the TPOC and will include current work email address, work phone number and cell phone number. Contractors are required to attend weekly conference calls and are expected to communicate directly with the TPOC and others necessary to accomplish requirements.

**6.8** Contractor will provide help screen dialog regarding recent modifications to the applications.

**6.9** Contractor will provide appropriate functional text for help screens.

**6.10** Contractor will provide appropriate FSM/ROM bulletins to be posted on the FSM/ROM wiki.

**7.0 Period of Performance:** Date of award with two additional one year options. Contractor personnel are expected to conform to BSC normal operating hours; Monday through Friday, between the hours of 0600 and 1800 local time. Some flexibility in daily hours is permitted with TPOC advanced approval. The contractor is not authorized to begin work until both the Visit Authorization Request (VAR) and System Authorization Access Request (SAAR) forms have been successfully processed and base and system access have been granted.

**8.0 Place of Performance:** Work is to be performed at the following location or via remote access with prior authorized by the TPOC:

NAVSUP Business Systems Center - Mechanicsburg  
5450 Carlisle Pike, Bldg 409  
Mechanicsburg, PA

**9.0 Travel:** Travel may be required in support of ROM and FSM maintenance, training, and installation. Location and schedule will be provided at a later date. No overseas travel will be required. Travel shall be in accordance with Volume 2 of the Joint Travel Regulations (JTR). All travel must be pre-approved by the TPOC and COR prior to the actual travel and all travel must be funded in the contract prior to any travel expenses being incurred. Travel of 12 hours or less, per diem does not apply.

If travel is required, the contractor is responsible for making all needed arrangements for his/her personnel.

**9.1 Travel Policy:** The Government will reimburse the contractor for allowable travel costs incurred by the contractor in performance of this PWS and determined to be in accordance with FAR subpart 31.2, subject to the following provisions:

- Travel required for tasks assigned under this contract shall be governed in accordance with rules set forth for temporary duty travel in FAR 31.205-46.



**9.2 Travel Other:** Travel, subsistence, and associated labor charges for travel time are authorized whenever a task assignment requires work to be accomplished at a temporary alternate worksite. Travel performed for personal convenience will not be reimbursed.

**9.3 Air/Rail Travel:** In rendering the services, the contractor shall be reimbursed for the actual costs of transportation incurred by its personnel not to exceed the cost of economy class rail, or plane fare, to the extent that such transportation is necessary for the performance of the services hereunder and is authorized by the Contracting Officer's Representative (COR). Such authorization by the COR shall be indicated in the order or in some other suitable written form.

## **10.0 Security:**

### **SUP 5252.204-9400 Contractor Access to Federally Controlled Facilities and/or Unclassified Sensitive Information or Unclassified IT Systems (May 2010)**

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – "DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)" dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives. This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform certain unclassified both non-sensitive and sensitive duties. It is the responsibility of the command/facility where the work is performed to ensure compliance.

The requirement to control access to sensitive information applies to all US government IT systems and areas where unclassified but sensitive information may be discussed, displayed or maintained. DON policy prescribes that all unclassified data that has not been approved for public release and is stored on mobile computing devices must be treated as sensitive data and encrypted using commercially available encryption technology. Whenever granted access to sensitive information, contractor employees shall follow applicable DoD/DoN instructions, regulations, policies and procedures when reviewing, processing, producing, protecting, destroying and/or storing that information. Operational Security (OPSEC) procedures and practices must be implemented by both the contractor and contract employee to protect the product, information, services, operations and missions related to the contract. The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the Navy Command's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer.

**Sensitive Positions** - Contractor employee whose duties require accessing a DoD unclassified computer/network, working with sensitive unclassified information (either at a Government or contractor facility), or physical access to a DoD facility must be a US citizen and possess a favorable investigation determination prior to installation access. To obtain a favorable investigation determination, each contractor employee must have a favorably completed National Agency Check with Local Credit Checks (NACLC) which consists of a NACI including a FBI fingerprint check plus credit and

law enforcement checks. Each contractor employee applying for a favorable investigation determination is required to complete:

- SF 86 Questionnaire for National Security Positions
- Two FD-258 Applicant Fingerprint Cards
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. To maintain continuing authorization for an employee to access a DoD unclassified computer/network, and have access to sensitive unclassified information, the contractor shall ensure that the individual employee has a current requisite background investigation. The Contractor's Security Representative shall be responsible for initiating reinvestigations as required and ensuring that background investigations remain current (not older than 10 years) throughout the contract performance period.

**IT Systems Access** - When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

**Security Approval Process** - The Contractor's Security Representative shall ensure that each individual employee pending assignment shall accurately complete the required forms for submission to the Navy Command's Security Manager. The Contractor's Security Representative shall screen the investigative questionnaires for completeness and accuracy and for potential suitability/security issues prior to submitting the request to the Navy Command's Security Manager. Forms and fingerprint cards may be obtained from the Navy Command's Security Manager. These required items, shall be forwarded to the Navy Command's Security Manager for processing at least 30 days prior to the individual employee's anticipated date for reporting for duty. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy Command's Security Manager may render the contract employee ineligible for the assignment. **A favorable review of the questionnaire and advance fingerprint results are required as an interim measure prior to the contract employee start date.** An unfavorable determination made by the Navy Command's Security Manager is final and such a determination does not relieve the contractor from meeting any contractual obligation under the contract.

If contractor employees already possess a current favorably adjudicated investigation, the Navy Command's Security Manager will use the Visit Authorization Request (VAR) as outlined below in the

NAVSUP Business Systems Center Procedures for Contractor Access/Visit Authorization Request section. The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a determination.

As a result of the new OPM guidelines that took affect 1 Oct 2011 verbal guidance from CNO (N09N2), all contractors performing sensitive duties or accessing IT-II systems will complete an SF-86. There will no longer be a "no determination made" for contractors who work with sensitive information or in sensitive areas. Contractors will be favorably adjudicated or denied in JPAS. Contractors will utilize the same appeal process as military and civilian personnel. This process still requires receipt of a favorable fingerprint check and a favorable review of their SF-86 prior to bringing anyone on board.

The potential consequences of any requirements under this clause including denial of access for a proposed contractor employee who fails to obtain a favorable trustworthiness determination in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees for working in non-sensitive positions, with sensitive information, and/or on Government IT systems. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have physical access to a federally controlled facility and/or access to a federally-controlled information system/network and/or access to government information.

(End of Clause)

#### **252.239-7001 Information Assurance Contractor Training and Certification. (Jan 2008)**

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including—

- (1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and
- (2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

#### **DoD 8570.01-M Information Assurance Workforce Improvement Program.**

X   No Additional IA Certification required

       Information Assurance DoD 8570.01-M Required:

IA certification level: N/A

Computing environment certification: N/A

No privileged system access is required to perform the duties in this PWS.

**Proof of the above indicated IA certification and computing environment certification is to be provided for all contractor personnel along with the vendor quote. In addition to the IA certificate, active enrollment and participation in the certification maintenance program as defined by the issuing agency is required. This proof of IA certification and enrollment in an approved certification maintenance program must be established prior to contract award to ensure the appropriate access can be secured by contractor recourses. Questions and additional information requirements may be addressed by contacting the NAVSUP IAM.**

**Certification must be forwarded to:**



**11.0 Government Furnished Equipment:** The government will provide the following for the onsite contractor personnel:

- Access to applicable documents
- Access to applicable technical personnel
- Access Badges
- BSC standard software as it relates to this PWS
- CAC-enabled government computer
- Standard office furnishings

**12.0 Qualifications/Experience:**

Contractor personnel must have a favorably completed National Agency Check with Inquiries/National Agency Check with Local Agency Checks and Credit Check (NACI/NACLC) **OR** Contractor personnel must have a favorable review of the questionnaire and advance fingerprint results as an interim measure prior to the contract employee start date. Questionnaire and fingerprints must be forwarded to the Navy Command's Security Manager for processing at least 30 days prior to the individual employee's anticipated date for reporting for duty. The purpose of this Performance Work Statement (PWS) is to acquire contractor technical support to continue the successfully pilot the ROM application before deploying to the fleet. Support is also needed to continue deployment and maintenance of FSM.

## **12.1 Programmer**

- 12.1.1** Minimum of 3 Years ASP.NET 2.0 programming experience
- 12.1.2** Minimum of 3 Years with understanding of the software development life cycle
- 12.1.3** Minimum of 3 Years with Web architectures and data exchange technologies
- 12.1.4** Minimum of 3 Years knowledge of web application design principles, practices, systems development and analysis
- 12.1.5** Minimum of 3 Years experience with of the Navy Cash interface
- 12.1.6** Minimum of 3 Years experience with of NAVSUP BSC Enterprise Security Model
- 12.1.7** Minimum of 3 Years experience with Navy Information Application Product Suite to include Ashore/Afloat Data Exchange process
- 12.1.8** Minimum of 3 Years of knowledge of CodeSmith Nettiers
- 12.1.9** Minimum of 3 Years experience in analyzing software requirements
- 12.1.10** Minimum of 3 Years experience working with the following technologies:

- MS SQL 2005/2008
- Web Services
- HTML
- JavaScript
- XML
- AJAX
- HTML
- CSS
- JQuery
- VB.net
- IIS Configuration
- Stored Procedures Development
- Spreadsheet Gear

- 12.1.11** Minimum of 3 years experience with food service management (FSM) and retail operations management (ROM)

## **12.2 Technical writer**

- 12.2.1** Minimum of 3 years technical writing experience
- 12.2.2** Minimum of 3 Years expert level experience using Microsoft Word, with advance knowledge in designing document templates to include styles and autotext entries
- 12.2.3** Basic HTML coding
- 12.2.4** Minimum of 3 Years experience with creating and updating user guides, online help systems, user interface guidelines, writing style guides, and online documentation
- 12.2.5** Minimum of 3 Years experience with managing project wiki by creating new pages, writing new content, editing existing content, and uploading documents
- 12.2.6** Minimum of 3 Years Proficient in applying accurate language usage and an attention to detail in the creation, editing and proofreading of all technical documentation and online help files
- 12.2.7** Ability to work with subject matter experts (SMEs) in order to conduct necessary research to produce accurate, comprehensive documentation
- 12.2.8** Ability to transform complex technical information into easy to understand instructions

**12.2.9** Minimum of 3 Years with creating interactive forms for online use

**12.2.10** Minimum of 3 Years with the following software:

- MS Office Suite, with advanced expertise in Word
- Adobe RoboHelp
- Adobe Acrobat
- Snagit
- Version control software

**13.0 Non-Disclosure Agreement:** The Business Sensitive Information Non-disclosure Agreement is required for this order. Refer to DFARS 252.204-7000, Disclosure of Information, and DFARS 252.204-7003, Control of Government Personnel Work Product.

**14.0 Clauses:**

Section 508 Compliance

Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

All electronic and information technology (EIT) procured through this task order must meet the applicable accessibility standards specified in 36 CFR 1194.2, unless an agency exception to this requirement exists. Any agency exceptions applicable to this task order are listed below.

The standards define Electronic and Information Technology, in part, as “any equipment or interconnected system or subsystem of equipment, that is used in the creation, conversion, or duplication of data or information.” The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control transport and production. This includes computers, software, networks, peripherals and other types of electronic office equipment.

Privacy Act

During performance of this order, the contractor may have access to Privacy Act data. Should this occur, the contractor shall safeguard all privacy information, and ensure this data is accessed and maintained in accordance with applicable laws and regulations. If access occurs, FAR 52.224-1 and 52.224-2 apply.

Key Personnel

The Contractor shall notify the Contracting Officer and COR prior to making any change in personnel identified as key for the duration of this PWS. Notification will occur no less than 14 days prior to such change. Due to the considerable training involved in replacing personnel, the Government reserves the right to delay changes until appropriate training is accomplished. If substitutions are to be made, the contractor shall demonstrate that the qualifications of the prospective person(s) are at least equal to the person(s) replaced.

The Government reserves the right to request substitute contractor support personnel due to unsatisfactory performance, insufficient knowledge, or inadequate skill levels necessary to complete assigned task.

**Wide Area Workflow**

Invoices for materials/services rendered under this PWS shall be submitted electronically through Wide Area Workflow (WAWF) in accordance with the WAWF Routing Table listed in the contract. The invoices shall be submitted monthly unless the contract specifies differently. The WAWF website is <https://wawf.eb.mil>.

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